

*This is the official newsletter of the NCDOT Leadership & Management Development Association. The opinions presented in this publication are those of the contributors and do not reflect official statements of any state government agency or representative. Its purpose is to inform and encourage the development of management professionals.*

## Manager of the Year Award Nominations

The NCDOT Leadership and Management Development Association (LMDA) will accept nominations for the 2007 Manager of the Year Award through **March 31, 2008**. The purpose of this award is to recognize an individual whose accomplishments and superior work performance represent the best possible application of management principles. The criterion for the award is based on the NMA Code of Ethics.

NCDOT Managers below the deputy secretary level are eligible for nomination. Managers need not be a member of LMDA. Recent past recipients of this award were Jon Nance (Director of Field Operations), Angela Crawford (DMV Personnel Manager), Terry Hopkins (Traffic Safety Unit Head), Becky Keith as Director of Personnel (now retired) and Sherri Creech Johnson (former Director of Public Information).

The Manager of the Year Award will be presented at the annual CPI Conference on April 16, 2008. The nomination form and instructions can be found on the LMDA website: [www.ncdot.org/lmda/](http://www.ncdot.org/lmda/)

## Lunch and Learn Wrap-Up



The January Lunch and Learn session featured Caroline Farmer, Deputy Director of the Attorney General's Office, who led an informative discussion on how to protect your financial identity. Ms. Farmer provided a wealth of information on how individuals can protect themselves and their loved ones against identity theft.



In February, Tom Brown, of the Institute for Transportation Research and Engineering (ITRE), spoke about how to prepare for the PE and FE exams. Ryan White and Terry Harris, two NCDOT engineers who recently passed the PE exam, also provided their thoughts on the study process.

Thanks to everyone who has participated so far in these LMDA events, and we hope to see you again soon!

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[www.nma1.org](http://www.nma1.org)

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## Activities Bulletin Board

### Community Involvement- American Red Cross

The American Red Cross is holding a fundraiser called "What Color Do You Bleed?" Fox 50 is selling T-shirts with the logos of NCSU, UNC, Duke, and NC Central. Profits from the T-shirt sales go to the American Red Cross. For more information, go to **www.WhatColorDoYOUNBleed.com**. If you would like one, please contact Erin Hendee (773-2884) or go online to purchase (\$15 + \$5 shipping/handling).

March is American Red Cross month. For more information on the services of the Red Cross, please see the following website:

[http://www.redcross.org/pressrelease/0,1077,0\\_314\\_7552,00.html](http://www.redcross.org/pressrelease/0,1077,0_314_7552,00.html)

### Community Involvement- Race Schedule

The Community Involvement Committee has compiled a list of opportunities for those who want to exercise and help out some great causes at the same time. The following races will be held in March and April. More information on all of these events can be found on **www.active.com**:

**Run for the Oaks 5k** (8:30am)- City Market, Raleigh  
**Joggin for your Noggin 5k** (8:00am)- Morrisville  
**Cary Road Race 5k, 10k** (8:30am)- Regency Park, Cary

## CALENDAR

2008		Event	Time	Location	Contact
<b>MARCH</b>	5	Members-Only Lunch & Learn: Get Organized	12-1pm	Parker-Lincoln Bldg. Room 101	Kimberly Hinton
	13	LMDA Board Meeting	12-1pm	Highway Room 470	Any Board Member
	15	Run for the Oaks 5k	8:30am	City Market, Raleigh	Erin Hendee
	20	Lunch and Learn: From Frontline Leadership to CPM: New Features	12-1pm	Parker-Lincoln Bldg. Room 101	Cyndy Hummel
	26	Professional Development: Leadership Skills for Women ( <i>course is full</i> )	8:30-12:30	313 Chapanoke Road	Glenn Dennison
	29	Joggin for your Noggin 5k	8:00am	Morrisville	Erin Hendee
<b>APRIL</b>	10	LMDA Board Meeting	12-1pm	TBA	Any Board Member
	12	Cary Road Race 5k, 10k	8:30am	Regency Park, Cary	Erin Hendee
	16	CPI Conference	9-4	Kerr Scott Bldg, Fairgrounds	Katina Thompson
	22	Professional Development: Managing Upward	8:30-12:30	313 Chapanoke Road	Glenn Dennison

## Environmental Leadership-

By: Elizabeth Neely, Office of Environmental Quality

**Editor's Note:** In 2007-2008, *Management Insight* will regularly feature articles on environmental leadership, noting ways that each of us can help the environment.

In the last issue, we said one role of a leader is to scan the environment (internal and external) for opportunities and threats. When you scan the environment, you're bound to find some interesting and innovative ideas and practices. So, what are some of those best environmental practices within NCDOT?

In 2002, the North Carolina Board of Transportation adopted the Department's **Environmental Stewardship Policy**, which stresses the importance of incorporating environmental responsibility into our daily operations. Visit [http://www.ncdot.org/programs/environment/download/environmental\\_policy.pdf](http://www.ncdot.org/programs/environment/download/environmental_policy.pdf) to familiarize yourself with the policy.

There have also been a number of environmental process improvement efforts. NCDOT, the NCDENR, and the US Army Corps of Engineers jointly sponsored a process improvement initiative to improve the permitting process (**Merger 01 Process**) to ensure the timely delivery of transportation projects while minimizing disruption to the environment. The result was a mutually agreed upon project development and environmental permitting process that incorporates the true essence of environmental streamlining and stewardship: early and continuous interagency coordination, avoidance and minimization of high quality resources (beyond those required for regulatory compliance), shared environmental and transportation decision-making, and well-defined dispute resolution procedures. For more information, visit <http://www.ncdot.org/programs/environment/development/>

Did you know that the department is constructing a rest area on US 421 in Wilkes County designed to meet the U.S. Green Building Council **Leadership in Energy and Environmental Design** (LEED) certification? The department's goal is to receive the highest LEED rating. Sample "green" design features include use of energy efficient lighting systems, energy efficient windows, native and drought resistant plants, and rainwater collection systems for water conservation. Construction is scheduled to be complete in fall 2009. Another rest area in Randolph County along Interstate 73/74 will incorporate similar design features, but will not pursue LEED certification. Its scheduled completion is also fall 2009.

The department continually looks for ways to use recycled and solid waste materials in highway construction projects. To date, some of the innovative reuse of materials is as follows:

- NCDOT uses signs made from at least 50% recycled aluminum. Once the signs are damaged or replaced, they are sent back to the manufacturer for recycling or sent the department's sign refurbishing plant.
- NCDOT routinely recycles its old asphalt pavements. The old asphalt is removed, ground, and incorporated back into a new mix.
- NCDOT uses scrap tires in construction projects. The majority of the scrap tires have been used in a 3"x3" chip that is mixed with the soil and used to construct embankment fills. Other uses have included uses scrap tires for retaining walls.
- NCDOT uses recycled glass in pavement markings. The recycled glass is processed into spherical beads and added to the paint for the markings on the pavement.
- NCDOT's maintenance and construction operations occasionally require the removal of old concrete structures or pavements. The concrete can be crushed for reuse as a base material for a new road. The department has also taken old structures out by barge and dumped in the ocean off the coastline for use as artificial reefs.

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The **Recycled Products and Solid Waste Utilization Task Force** acts as a central point of contact for various agencies, municipalities, or industries that have specific proposals to use recycled or solid waste materials in highway construction or maintenance operations. Meetings are held quarterly with the next meeting scheduled in March. For more information, visit their web site at:

<http://www.ncdot.org/doh/preconstruct/altern/value/recycle/purpose.html>

The **NCDOT Swap Shop Program** provides a formalized process, to all NCDOT employees, to review and exchange surplus items and materials within NCDOT state-wide before disposing of it through State Surplus Properties. To view items that are in the process of being surplus, or items that are needed by other departments, go to the NCDOT Intranet web site at <https://intranet.dot.state.nc.us/portal>.

NCDOT's **3R Program** promotes the concept of "Reduce, Reuse, and Recycle". Did you know that 70% of NCDOT facilities have taken action to reduce office paper waste? NCDOT statistics for 2006-2007 is available in the 3R Program Annual Report at <http://www.ncdot.org/programs/environment/3R/>

The Office of Environmental Quality is always looking for examples of environmental stewardship and streamlining activities within the department. Contact the Office of Environmental Quality at (919) 733-1200 or email [Office of Environmental Quality](#) to tell us what environmental activities you're doing in your unit and other "best practices" that you know of that may be useful for other units to learn about.

## **NMA Feature.....From the February 2008 Issue of NMA Breaktime (NMA Publication)**

### **Seven Strategies to Limit Office Interruptions**

By: Cathy Lloyd, RMA Public Relations



The Center [for Creative Leadership]'s study found that 52 percent of senior executives surveyed say they are interrupted about once every 30 minutes. Another 36 percent say they are interrupted at least once every hour.

"Many senior executives consider phone and email interruptions a regular part of their day", says Corey Criswell, research associate for CCL, a nonprofit training ground for top executives. "When asked 'how often are interruptions a problem for you at work,' 65

percent of the executives reported that interruptions are sometimes a problem and 21 percent consider interruptions to be often a problem."

So how do you limit office interruptions? During a recent CCL Leadership at the Peak program, the 247 senior executive survey participants said that they use the following strategies to limit office interruptions:

1. **Close my door** – This is a tactic that works well in many offices. A sign can be added to the door saying "Sorry on deadline or conference call" to also get the message across without seeming antisocial.
2. **Prioritize calendar** – Blocking work and open time on your agenda and setting appointments will help enable you to accomplish what needs to get done each day.
3. **Have assistant filter office calls** – Letting your assistant know which calls are important and which calls to take messages for can help keep the distractions down to a minimum. Then schedule a time each day to return missed calls.

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4. **Turn off cell phones and only accept urgent calls from assistant**- Personal cell phones can be as much as a distraction as office phones. Keeping your cell phone on silent or giving it to your assistant to answer with directions to only interrupt you with urgent calls will help keep your mind focused on your work.

5. **Work from home or off site** – Working at home on key projects with your Blackberry turned off, finding a vacant office to hide in or using airplane travel time wisely can all be instrumental tactics in getting your work done.

6. **Limit or turn off email** – Just like the phone interruptions, new emails popping on your computer screen as you are working can be a major distraction. Set aside several times each day when you check and respond to urgent incoming emails. Flag other emails to follow up on later.



7. **In early /stay late/ work weekends** – Many senior executives advise coming to work at 6:30 am or working nights and weekends when no one else is around as their secret to staying on top of their work load. By keeping office distractions to a minimum, senior executives find that they can accomplish more tasks and reduce their deadline stress which makes them more effective leaders.



## **10<sup>th</sup> Annual CPI Conference**

**April 16, 2008**

**Kerr Scott Building- NC State Fairgrounds, Raleigh**

**Mark your calendar now and plan to attend this exciting event “Celebrating Ten Years of Innovation!”**

**For additional information regarding CPI:**

**<http://www.ncdot.org/programs/cpi>**

## **2008 NMA Theme Logo**





North Carolina Department of Transportation

Leadership & Management Development Association

PROFESSIONAL DEVELOPMENT COURSE

## MANAGING UPWARD

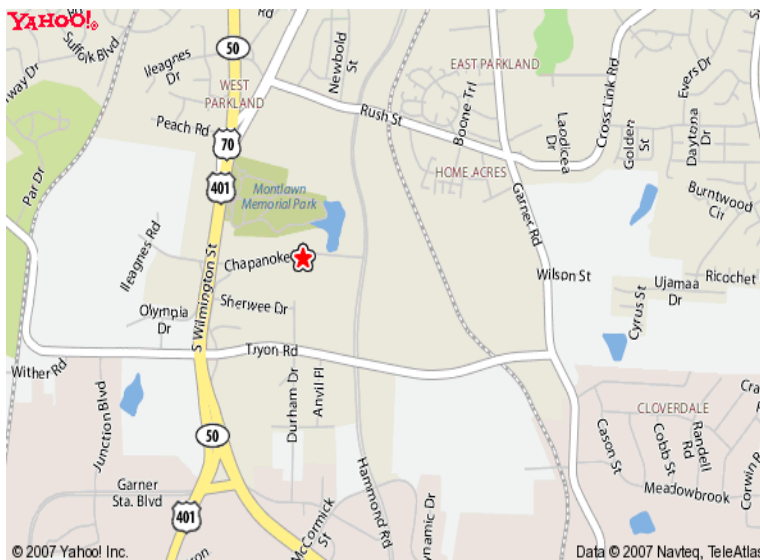
APRIL 22, 2008

**Who Should Attend?** Anyone wishing to position themselves for upward professional mobility. This workshop introduces techniques for developing positive working relationships with those above you in the organization.

### Workshop Objectives

- To show how to communicate with a boss effectively
- To show how to identify types of leadership personalities
- To help solve employer-employee relationship problems

DATE:	April 22, 2008	COST:	\$40 (Checks payable to NCDOT LMDA) <b>**Supervisory approval needed for reimbursement**</b>
TIME:	8:30am-12:30pm	FACILITATOR:	Kathi Parker, OSP Human Resource Development
LOCATION:	NCDOT Training & Development 313 Chapanoke Road Suite 201, Room 203	ADDITIONAL BENEFITS:	- <b>25% Discount on next year's membership dues</b> - <b>3.5 PDH</b>



Note: If needed, the NCDOT Vendor Number for LMDA is 38661

For Additional Professional Development Opportunities Check our Website

[www.ncdot.org/lmda](http://www.ncdot.org/lmda)

### HOW TO REGISTER

Contact **GLENN DENNISON** no later than **APRIL 10**, using one of the following methods:

EMAIL: [Gdennison@dot.state.nc.us](mailto:Gdennison@dot.state.nc.us)

FAX: 919.733.1194

MAIL: NCDOT LMDA  
Attn: Glenn Dennison  
P.O. Box 25039  
Raleigh, NC 27611-5039

**Seats are limited to 24**  
Refreshments and textbook will be provided

Questions? Contact Glenn Dennison at  
**733-9513**

ENROLLMENT FORM FOR MANAGING UPWARD, APRIL 22, 2008			
Name:		NCDOT Personnel Number:	
Dept/Section:		PE Number:	
Address:		Phone:	
City:	ZIP:	Email:	



## From Frontline Leadership to CPM: New Features Leadership in Action March 20, 2008

**Program Overview:** The March 2008 session of the Leadership & Management Development Association will focus on new features in supervisory training offered by the **Office of State Personnel**. Learn more about the new Frontline Leadership's Certificate in Public Supervision.

The Frontline Leadership Process combines classroom with technology and has more practical training with discussion of real-life issues and practice skills. If you supervise just one employee, this lunch & learn session is for you.

Ms. Ann Cobb, Human Resource Development Director with the Office of State Personnel will be presenting.

### Details

**Time:** 12:00 – 1:00 pm - Please feel free to leave earlier if you need to make it to another appointment.

**Location:** Large Conference Room, Parker Lincoln Building, 2728-168 Capital Boulevard, 27604

**Lunch:** Lunch will be \$5.00 for members and \$7.00 for nonmembers. Lunch will be a Panera Bread assorted sandwich, salad, sourdough rolls and a cookie.

**Participation Limits:** Attendance is limited.

**RSVP:** E-mail Cyndy Hummel at [cdhummel@dot.state.nc.us](mailto:cdhummel@dot.state.nc.us) to confirm your participation. Lunch requests must be received by **noon** on March 19<sup>th</sup>.

The physical address for the Parker Lincoln Building is 2728 Capital Blvd., 27604.

- Once you arrive at the Parker Lincoln Building. Go to the back of the building by taking Westinghouse Blvd.
- By way of Capital Blvd, turn into the third entrance on your right. By way of Brentwood Road, turn into the first entrance on your left. Once you go up the hill you will see yellow NCDOT trucks. Park.
- There will be an opening in the fence. Walk through the opening and up the truck loading ramp. You may use your NCDOT badge to enter Door #168.
- Conference room will be the first door on your left.
- Any problems the main number is 715-1500

